

**Department of Human Rights  
Division of Persons with Disabilities  
Annual Performance Plan Report  
September 2009**

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## Introduction

I am pleased to present the Division of Persons with Disabilities, Iowa Department of Human Rights, Performance Report for fiscal year 2009 (July 1, 2008 – June 30, 2009). This report is published in accordance with the Accountable Government Act to improve decision-making and increase accountability to stakeholders and citizens.

This report contains performance information regarding our primary programs including, the Youth Leadership Forum, the College Leadership Forum, and the Client Assistance Program.

Major accomplishment this year included the following: continuation of our core programs, collaborating with the Iowa Department of Public Health to conduct on-site access reviews in substance abuse/mental health treatment facilities across Iowa, facilitating requested emergency evacuation chair training and continue to hear from our constituents that we are the only service provider who has called them back with the information they have needed and has also “really cared”.

## Agency Overview

**Vision:**

All Iowans with disabilities are able to access employment matching their abilities, interests and economic needs.

**Mission:**

The Division and or Commission of Persons with Disabilities will promote the employment of Iowans with Disabilities and reduce barriers to employment by providing information, referral, assessment and guidance, training, and negotiation services to employers and citizens with disabilities.

**Core Functions:**

- Advocacy
- Community Coordination and Development

**Key Services, Products and/or Activities:****Employment - Training, Information and Referral for Persons with Disabilities**

Our main charge, mandated by the Iowa Code, is to promote the employment of persons with disabilities. We offer individualized consultation as well as training regarding employment issues for employers and persons with disabilities. Increasingly important is providing accurate referrals for persons with disabilities for resources outside of the scope of employment. Some of these referrals include transportation, housing, education, recreation and healthcare.

**Youth Leadership Forum**

In partnership with the Iowa Department for the Blind and Iowa Vocational Rehabilitation Services, we sponsor a leadership training program for students with disabilities.

Approximately 30 juniors and seniors with disabilities are selected each year, diverse in their type of disability, gender, ethnicity and geographical location. This forum prepares high school students with disabilities for post-secondary education and employment.

**College Leadership Forum**

In partnership with the Iowa Department for the Blind and the Iowa Vocational Rehabilitation Services, sponsor a leadership training program for college students with disabilities. This forum prepares college students with disabilities for employment.

**Client Assistance Program**

This federal program is mandated by the Rehabilitation Act and must operate independently of other agencies providing rehabilitation and independent living service. Services include information and referral, advice, interpretation of laws, regulations and policies, administrative review of decisions, assistance at fair hearings or legal procedures, and negotiation between clients and service providers such as the following:

- Iowa Department for the Blind

- Iowa Vocational Rehabilitation Services
- Independent Living Centers
- Community Rehabilitation Facilities where the above agencies purchase services
- Other vendors that sell services to the agencies listed above

### **Iowa Department of Public Health Collaboration/Access Surveys**

We enhanced our online building access survey making it easier for agencies to submit them for our review. During this past fiscal year, we reviewed 26 state leased spaces, and conducted one on-site review.

### **Evacuation Chair Training**

Division staff continued to provide training regarding the use of the Emergency Evacuation Chairs for persons with disabilities throughout the State Capitol Complex.

### **Agency Customers and Stakeholders:**

We not only have customers or stakeholders that reside in Iowa, but those who request our assistance from other states as well. Categorically, our primary customers or stakeholders are as follows:

- Persons with Disabilities
- Friends and Family Members of Persons with Disabilities
- Small and Large Employers
- State agencies including other divisions within Human Rights
- City, County and Local Governments
- The Governor, Lt. Governor and Iowa Legislators
- Architects and Contractors
- Concerned Citizens

### **Collaborations**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>▪ Mercy College</li> <li>▪ Simpson College</li> <li>▪ Grandview College</li> <li>▪ Polk County Auditor</li> <li>▪ Des Moines Area Community College</li> <li>▪ Drake University</li> <li>▪ Iowa Diversity Conference</li> <li>▪ Des Moines Area Community College Human Services Advisory Committee</li> <li>▪ Parent Educator Connection</li> <li>▪ Social Security Administration</li> <li>▪ ASK Resource Center</li> <li>▪ Food Bank of Iowa</li> <li>▪ Toys for Tots</li> <li>▪ State Rehabilitation Council</li> </ul> | <ul style="list-style-type: none"> <li>▪ Medicaid for Employed People with Disabilities</li> <li>▪ Iowa Rehabilitation Association</li> <li>▪ Governor's Office</li> <li>▪ Iowa Workforce Development</li> <li>▪ Iowa Department of Public Health</li> <li>▪ Iowa Department of Natural Resources</li> <li>▪ Iowa Department of Transportation</li> <li>▪ Iowa Department of Human Services</li> <li>▪ Iowa Department of Civil Rights</li> <li>▪ Iowa Department of Inspections and Appeals</li> <li>▪ Iowa Department of Economic Development</li> <li>▪ Homeland Security/Emergency Management</li> </ul> |
|--|--|

- Iowa Department of Administrative Services - General Services
- Iowa Department for the Blind
- Iowa Vocational Rehabilitation Services
- The Governance Group, the Support Team and the Employers Disability Resource Network (EDRN)
- Association of Youth Leadership Forum
- Area Education Agencies
- National Disability Rights Network (NDRN)
- Iowa Collaboration for Youth Development
- DBTAC - Great Plains ADA Center

**Delivery Mechanism to Provide Services and Products to Customers:**

We deliver our services and products via our website, electronic mail, traditional mail, telephone, fax, or in person. We provide individualized consultation, training and referral services pertaining to many disability issues.

**Organizational Structure including Commission:**

The Division of Persons with Disabilities is one of eight divisions within the Department of Human Rights. The Administrator reports to the Governor and the Commission provides policy direction. The governor also appoints 24 Commissioners who serve a two-year term and are required by statute to meet quarterly. Commissioners may be reappointed to serve additional terms. The Administrator supervises the staff. The Department Director coordinates and supervises the Human Rights Administrative Council, comprised of the Division Administrators.

**Number of Staff:**

Our staff consists of a full time Division Administrator and three disability consultants. The Administrator is appointed by the Governor, is confirmed by the Senate and serves at will.

**Location:**

The Division of Persons with Disabilities, in the Iowa Department of Human Rights, is located on the Second Floor of the Lucas State Office Building in Des Moines, Iowa.

<b>Resource Allocations</b>
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**Budget:**

Our budget for fiscal year 2008-2009 consisted of \$233,555 state appropriated dollars as well as an additional \$ 82,688 of federal match revenues. The Client Assistance Program received \$ 105,860 of federal funds requiring no state match. The division also received \$9,307 from the Department of Public Health. The funds from the Department of Public Health are federal funds requiring no state match. Total state and federal funds of \$431,410 were received by the Division of Persons with Disabilities.

**KEY RESULTS**



## CORE FUNCTION

**Name:** Youth with disabilities are trained to be successful employees.

**Description:** Percentage of Youth Leadership Forum graduates with disabilities employed or preparing for employment.

**Why we are doing this:** The Culver Administrations expects that all K-12 students be prepared for success in postsecondary options. The goal is important to Iowa's economic development with regard to the availability of trained people for high-skilled, high-wage jobs, and also to improve the earning power of Iowans with disabilities. Studies show that the more education that a person has acquired, the higher their earnings.

**What we're doing to achieve results:** As a result of participation in the YLF and CLF forums, Iowa youth with disabilities are prepared for employment.

### Results

**Performance Measure:**

Percentage of Youth Leadership Forum graduates with disabilities that are employed or preparing for employment

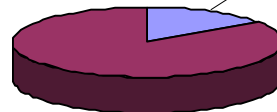
**Outcome Target**

85%:

#### Percentage of YLF Graduates Employed or Preparing for Employment

Employed or  
Preparing for  
Employment  
90%

Other  
10%



**What was achieved:** 90% of the students graduating from YLF are employed or are preparing for employment.

**Data Sources:** Application and survey results of 2009 Youth Leadership Forum graduates

**Resources:** .43 FTE - 43% YLF 09 funds

## KEY RESULTS

## CORE FUNCTION

**Name:** lowans with disabilities receive quality vocational rehabilitation services

**Description:** Percentage of Client Assistance Program (CAP) recipients finding resolution without legal action.

**Why we are doing this:** Governor Culver has set a goal of Zero tolerance for discrimination in Iowa, in the workplace, in schools and in the criminal justice system therefore it is important that appropriate services are provided and identified concerns are negotiated to assist lowans with disabilities and continue to provide infrastructure that supports improvement of human and civil rights for all lowans (e.g. policies, procedures, education, enforcement)

**What we're doing to achieve results:**

All individuals have the right to file complaints or immediately participate in an impartial hearing. CAP is required to assist applicants and clients through advisory, negotiation, administrative review, and median processes if assistance is requested by an eligible individual. Only after those avenues are considered does CAP move toward appeal with a hearing officer and then toward litigation. Resolution at a lower level saves tax dollars.

Results	
<b>Performance Measure:</b> Percentage of Client Assistance Program clients finding resolution without legal action	<b>100%</b>
<b>Outcome Target</b> 90%	

**What was achieved:** Litigation costs were minimized, problems were resolved, and services were provided through advisory, negotiation, administrative review, and mediation services from CAP. These services result in employment for lowans with disabilities.

**Data Sources:** Data calculated annually by staff of the Division of Persons with Disabilities and audited by the Rehabilitation Services Administration. All records are counted. No exceptions have been noted in audits.

**Resources:** 1.8 FTE - 100% Client Assistance Program 09 federal funding

## KEY RESULT

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Facilitate the Youth Leadership Forum and College Leadership Forum

**Description:** Percentage of students rating YLF and CLF as good, very good and excellent.

**Why we are doing this:** Governor Culver's has set a vision for enhancing the quality of life for all Iowans including K-12 students as they prepare for success in their postsecondary options. This also includes providing greater access to a broad array of high quality courses for all high school students across Iowa, including increasing awareness of educational opportunities to meet Iowa's future workforce needs, recruiting non-traditional students into postsecondary options, and increasing the persistence and completion of Iowa students in postsecondary programs,

**What we're doing to achieve results:** By participating in these forums, Iowa youth with disabilities are prepared for success in the post-secondary environment and employment.

### Results

**Performance Measure:**

Percentage of Students rating YLF and CLF as good, very good or excellent.

100%

**Performance Target:**

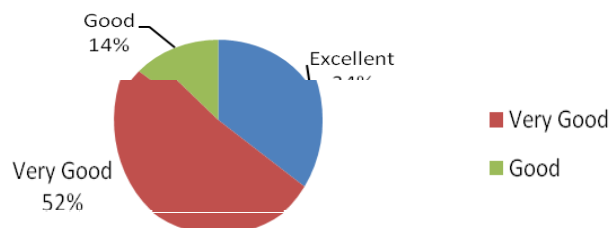
95%

**What was achieved:** Students are satisfied with our services and we exceeded our performance target.

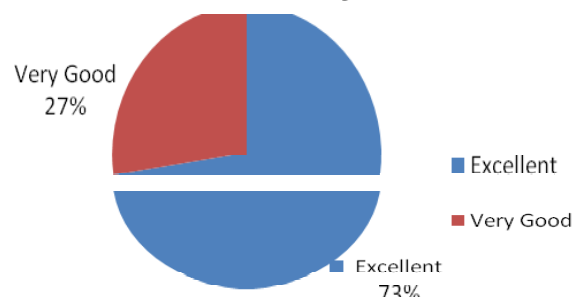
**Data Sources:** Results of student satisfaction surveys from YLF and CLF.

**Resource:** .43 FTE YLF and .43 FTE CLF 09 funding

#### YLF Graduates rating YLF Excellent, Very Good or Good



#### CLF Graduates rating CLF as Excellent or Very Good



## KEY RESULT

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Advocate for applicants or clients to receive appropriate services from the rehabilitation agencies

**Description:** Percentage of customers resolving disputes through advocacy, mediation and negotiation.

**Why we are doing this:** Governor Culver's leadership vision is to enhance the quality of life for all lowans through a foundation of quality, value and delivery, therefore it is important that appropriate services are provided and disputes are resolved to allow those services to continue.

**What we're doing to achieve results:** Provide negotiation between agencies or employers and eligible clients for the Client Assistance Program. Investigate and respond to reported inequities in rehabilitation systems and make recommendations.

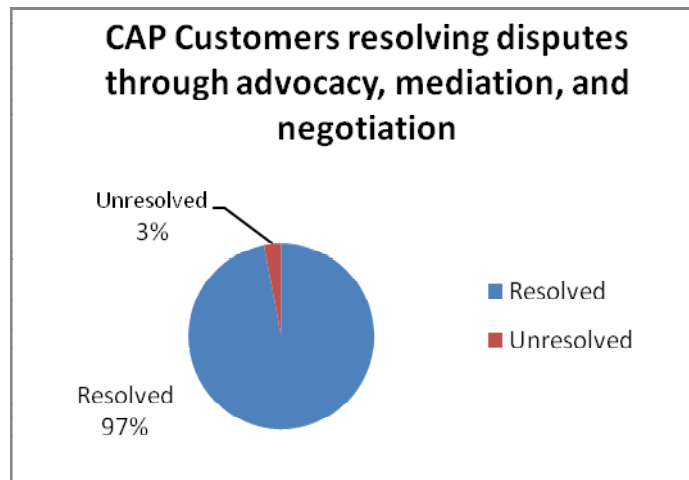
### Results

**Performance Measure:**

Percentage of customers resolving disputes through advocacy, mediation, and negotiation.

**Performance Target:**

90%



**What was achieved:** No legal action was required to assist individuals in receiving appropriate services.

**Data Source:** Annual reports of agencies funded under the Rehabilitation Act and audited by Rehabilitation Services Administration.

**Resource:** 1.8 FTE – CAP 09 federal funding

# KEY RESULT

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** lowans are offered information, referral, training and technical assistance on employment, quality healthcare including access to mental health care and substance abuse treatment, independent living, housing, transportation, service animals, and emergency preparedness.

**Description:** Percentage of customers provided with services.

**Why we are doing this:** Governor Culver's leadership vision is to enhance the quality of life for all lowans through a foundation of quality, value and delivery; therefore it is important that appropriate services are provided to allow those services to continue.

**What we're doing to achieve results:** Provide information on employment , housing, emergency preparedness, service animals, mental health, access to goods and service, and substance abuse issues, giving information on rights and responsibilities under the Americans with Disabilities Act, the Rehabilitation Act, Family Medical Leave Act, Federal Housing, Help America Vote Act and the Civil Rights Act. Research, attend training, and collaborate with partners to stay current on disability issues

Results	
<b>Performance Measure:</b> Percentage of customers provided with services.	<b>100%</b>
<b>Performance Target:</b> 95%	

**What was achieved:** Served customers surpassed expectations of staff. Customers were provided with adequate services.

**Data Source:** Persons with Disabilities database.

**Resource:** Percentage of all staff and administrator – State 09, CAP 09, 50E9

# KEY RESULT

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** State, County and local Government will provide goods and services equitably to lowans with disabilities.

**Description:** Percentage of complaints resolved.

**Why we are doing this:** Physical access and program access to state, county and local government services should be available to all lowans regardless of disability as required in compliance with the Americans with Disabilities Act.

**What we're doing to achieve results:** Market support services to state, county and local government agencies. Make recommendations on how to better meet the needs of lowans with disabilities. Offer support and education on the Americans with Disabilities Act (ADA) and other related legislation.

Results	
<b>Performance Measure:</b> Percentage of complaints resolved.	100%
<b>Performance Target:</b> 95%	

**What was achieved:** 100% of requests were reviewed

**Data Source:** Persons with Disabilities database

**Resource:** Percentage of all staff and administrator – State 09, CAP 09, 50E9

# KEY RESULT

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Educate lowans with disabilities on rights and responsibilities

**Description:** Ranking of Iowa among 50 states in employment of persons with disabilities

**Why we are doing this:** Governor Culver wants to ensure that Iowa has enough workers with the necessary skills to meet current and future workforce needs. Many lowans with disabilities want to work but do not know resources, rights, and responsibilities relative to training and employment.

**What we're doing to achieve results:** Provide information on employment , housing, emergency preparedness, service animals, mental health, access to goods and service, and substance abuse issues, giving information on rights and responsibilities under the Americans with Disabilities Act, the Rehabilitation Act, Family Medical Leave Act, Federal Housing, Help America Vote Act and the Civil Rights Act. Research, attend training, and collaborate with partners to stay current on disability issues

### Results

**Performance Measure:**

Ranking of Iowa among 50 states in employment of persons with disabilities

**Performance Target:**

Top 15

Iowa ranks 8

**What was achieved:** Baseline data ranking of 15

**Data Source:** 2000 Census Survey (Iowa State Library-State Data Center)

**Resource:** Percentage of all staff and administrator – State 09, CAP 09, 50E9

# KEY RESULT

## SERVICES/ PRODUCTS/ ACTIVITIES

**Name:** Provide information and training to State, County and local Government on physical and program access.

**Description:** Percentage of requests from government agencies reviewed to be determined physical and program access.

**Why we are doing this:** Physical access and program access to state, county and local government services should be available to all lowans regardless of disability as required in compliance with the Americans with Disabilities Act.

**What we're doing to achieve results:** Market services to state government agencies. Make recommendations on how to better meet the needs of lowans with disabilities. Offer training on the Americans with Disabilities Act (ADA) and other related legislation.

<i>Results</i>	
<b>Performance Measure:</b> Percentage of requests from government agencies reviewed to be determined physically and program accessible	100%
<b>Performance Target:</b> 100%	

**What was achieved:** 100% of requests were reviewed

**Data Source:** Persons with Disabilities database

**Resource:** Percentage of all staff and administrator – State 09, CAP 09, 50E9





# AGENCY PERFORMANCE PLAN

## FY 2009

<b>Name of Agency: Division of Persons with Disabilities</b>			
<b>Agency Mission: The Division of Persons with Disabilities exists to promote the employment of lowans with disabilities and reduce barriers to employment by providing information, referral, assessment, guidance, training, and negotiation services to employers and citizens with disabilities.</b>			
<b>Core Function</b>	<b>Performance Measure(s)</b>	<b>Performance Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>Advocacy</b>			
<b>Desired Outcome(s):</b>			
<b>Youth with disabilities are trained to be successful employees.</b>	<b>Percentage of Youth and College Leadership Forum graduates with disabilities that are employed or preparing for employment.</b>	<b>85% 90% - target met</b>	<b>Goal One: lowans with disabilities are empowered with tools to obtain employment.</b>
<b>lowans with disabilities receive quality vocational rehabilitation services.</b>	<b>Percentage of Client Assistance Program clients finding resolution to problems with rehabilitation agencies without legal action.</b>	<b>90% 100% - target met</b>	<b>Goal One: lowans with disabilities are empowered with tools to obtain employment.</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
<b>1. Facilitate the Youth Leadership Forum and College Leadership Forum Org# 50Y8 and 50C8</b>	<b>Percentage of students rating Youth Leadership Forum and College Leadership Forum as good, very good, or excellent.</b>	<b>95% 100% - target met</b>	<b>Utilize and implement student survey requests. Recruiting, training, surveying delegates and staff. Arranging facilities, providing accommodations, programming, and tracking of delegates.</b>
<b>2. Advocate for applicants or clients to receive appropriate services from the rehabilitation agencies. Org # CAP8</b>	<b>Percentage of customers resolving disputes through advocacy, mediation, and negotiation.</b>	<b>90% 97% - target met</b>	<b>Provide negotiation between agencies or employers and eligible clients of the Client Assistance Program. Investigate, recommend changes, and respond to reported inequities in rehabilitation systems.</b>

# AGENCY PERFORMANCE PLAN

## FY 2009

<b>Name of Agency: Division of Persons with Disabilities</b>			
<b>Agency Mission: The Division of Persons with Disabilities exists to promote the employment of lowans with disabilities and reduce barriers to employment by providing information, referral, assessment, guidance, training, and negotiation services to employers and citizens with disabilities.</b>			
<b>Core Function</b>	<b>Performance Measure(s)</b>	<b>Performance Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>Community Coordination and Development</b>			
<b>Desired Outcome(s):</b>			
<b>lowans are offered information, referral, training and technical assistance on employment, quality healthcare including access to mental health care and substance abuse treatment, independent living, housing, transportation, service animals, and emergency preparedness.</b>	<b>Percentage of customers provided with services.</b>	<b>95% 99.7% target met</b>	<b>Goal One: lowans with Disabilities are empowered with tools to obtain employment.</b>
<b>State, County and Local governments will provide goods and services equitably to lowans with disabilities.</b>	<b>Percentage of complaints resolved.</b>	<b>95% 100% - target met</b>	<b>Goal Three: State, County and Local Governments are supported in providing services to and employing lowans with disabilities.</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
<b>1. Educate lowans with disabilities on rights and responsibilities related to employment. Org# 5000, CAP8, 50E8</b>	<b>Ranking of Iowa among 50 states in employment of persons with disabilities.</b>	<b>Iowa ranks 8th</b>	<b>Provide information on employment, housing, emergency preparedness, service animals, mental health, access to goods and services, and substance abuse issues, giving information on rights and responsibilities</b>

			under ADA and the Rehabilitation Act, Family Medical Leave Act, Federal Housing, Help America Vote Act, and Civil Rights Act. Research, attend training, and collaborate with partners to stay current on disability issues.
<b>2. Provide information and training to State, County and Local Government on physical and program access. Org# 50E8</b>	<b>Percentage of requests from government agencies reviewed to determine physical and program access.</b>	<b>100% 100% - target met</b>	<b>Market services to state government agencies. Make recommendations on how to better meet the needs of lowans with disabilities. Offer training on the Americans with Disabilities Act (ADA) and other related legislation.</b>

## **Commission of Persons with Disabilities**

The Commission of Persons with Disabilities activity facilitated/participated in three major events this year:

- The Commission of Persons with Disabilities Governor's Annual Awards Program
- The Commission of Persons with Disabilities Legislative Reception in January
- Building Bridges at the Iowa State Fair in August

The Commissions three Task Forces are listed below:

- Legislative
- Access/Reduction of Barriers
- Marketing/Communications

The members of the Commission during fiscal year 2008-2009 are listed below:

- Mary Ament - Waukon
- Dr. Joel Barnett - Pocahontas
- Julie Belstene - Carroll
- Edie Bogaczyk - Clive
- Rev. Howard Cole Junior - West Des Moines
- Thomas Crabb - Des Moines
- Mike Dennis - Urbandale
- Rachel Dray - Cedar Falls
- Barbara Faber - West Des Moines
- Melissa Havig - Des Moines
- Joe Hays - Truro
- Kathy Hill - Windsor Heights
- Mary K. Moravek - Mechanicsville
- Deborah Nagle - Cedar Falls
- Michael Pack, Sr. - Des Moines
- Mia Peterson - Des Moines
- Michelle Ray-Michalec - Cedar Rapids
- Jim Rixner - Sioux City
- Gary Schriver - Mason City
- Liz Smith - Woodward
- Brent Soderstrum - West Des Moines
- Karen Tedrow - Libertyville
- Gene VanGrevenhof - Fort Dodge

## Iowa Commission of Persons with Disabilities Local Committees

### **Cedar Rapids**

Citizens for People with Disabilities  
Rachel Petit  
[Petit@linncounty.org](mailto:Petit@linncounty.org)  
319-892-5800  
Meetings the third Tuesday of the month in November, February, May and August only at 12:00 – 2:00 P.M.  
Kirkwood Resource Center,  
Third Floor  
1030 5<sup>th</sup> Avenue SE  
Cedar Rapids, Iowa

### **Clinton**

Clinton Coalition for Disabled Persons  
Evelyn Dymkowski  
[edymkows@q.com](mailto:edymkows@q.com)  
563-242-6845  
Meetings on the first Thursday of the month at 7:30 P.M.  
Canticle  
841 13<sup>th</sup> Avenue North  
Clinton, Iowa

### **Des Moines**

Citizens Disability Council  
Adam Reynolds  
[desmoinescdc@yahoo.com](mailto:desmoinescdc@yahoo.com)  
Meets the second Tuesday of the month at noon  
No meetings December through February  
Des Moines Central Library  
1000 Grand Avenue, Des Moines

### **Iowa City**

Johnson County Coalition of Persons with Disabilities  
Louise Young  
[lhtlofyoung@yahoo.com](mailto:lhtlofyoung@yahoo.com)  
319-466-4280  
Meets the first Monday of the month at 6:30 P.M.  
Bill's Small Mall – Tea Room  
401 S. Gilbert  
Iowa City, Iowa

### **Sioux City**

Siouxland Committee – Abilities First  
Cecille Hanson  
[doemc@cableone.net](mailto:doemc@cableone.net)  
712-255-8011  
Meets the third Monday of the month at noon  
Wesley United Methodist Church  
3700 Indian Hills Dr  
Sioux City, Iowa

**Annual Governor's Awards Ceremonies sponsored by the Iowa Commission of Persons with Disabilities**

**Marvin Van Beek – *Entrepreneur Award* Sodexo Campus – *Large Employer Award***



**Cletus Rooney –  
*Distinguished Service***



**Small Employer -  
*New Beginnings Day Care, Madrid***



**Doug Keast –  
*Commissioners Award***



**Joel & Neal Rydberg –  
*Youth Service Award***



**Erin Kiernan – *Media Award***



## Contact Information

Copies of this report may be obtained by contacting:

Jill Fulitano Avery  
Administrator,  
Department of Human Rights,  
Division of Persons with Disabilities  
Lucas State Office Building, Second Floor  
321 E. 12<sup>th</sup> Street  
Des Moines, Iowa 50319  
515-242-6334  
[Jill.avery@iowa.gov](mailto:Jill.avery@iowa.gov)  
[www.state.ia.us/dhr/pd](http://www.state.ia.us/dhr/pd)